

APPENDIX D

London Public Library 2009 Accessibility Plan

VISION

London Public Library is the Community Hub that strengthens individuals, families and neighbourhoods by connecting them to people and to relevant information, collections, programs and resources.

MISSION

We are passionate about making a difference in our community, one person at a time, by enriching lives and empowering people through relevant, accessible, high quality library services.

OBJECTIVE

We understand the diversity of the communities we serve and provide responsive Library services and outreach meet unique community needs. We facilitate accessibility through the recognition, removal and prevention of obstacles for individuals with disabilities. We will meet or exceed the requirements of the Accessibility Standards for Customer Service (2005) as part of the ODA.

DEFINITION OF DISABILITY

Disability, in relation to a person, means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device,
- an intellectual development disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

GUIDING PRINCIPLES

Our **Shared Values** apply to all members of the community including people with disabilities.

A person with a disability has the right to expect service in all aspects of our Core Services: Collections & Lending, Information technology Services, Reference & Information Services, Children's Services, Community Meeting Place, Learning & Support Services, Community Information Services.

The London Public Library's **Value Promise, Customers First** and **Service Excellence Plan** statements strive to ensure that all members of the community can access library services in person, by telephone, by e-mail, in the community and remotely through technology such as the Library web site and that the Library designs and delivers programs and services to support the participation of everyone, including people with disabilities.

Our definition of **Library Service** is:

- Service is relevant, inclusive and responsive for all. Each member of the community has an equal right to public library and information services.
- Service is accessible to all people regardless of age, race, gender, religion, nationality, language, ability, social status, economic status and educational attainment.
- Specific services and materials are provided for those users who cannot use regular services and materials.
- A person with a disability has the right to be treated with the same respect, consideration and consistency as any other member of the community.

We have adopted a **Policy for Accessibility for Library Users with Disabilities**, the scope of which includes:

- Library services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- When communicating with a person with a disability, we shall do so in a manner that takes into account and is sensitive to the person's disability.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit library services.
- The provision of library services to persons with disabilities and others will be integrated into our overall service model.
- Library facilities will meet the City of London accessibility requirements for the design and construction of new facilities and the retrofit, alteration or addition to existing library facilities.

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Strategic Direction	Responsibility	Barriers	Current Actions	Estimated Cost (2009 capital/operating)
Services Delivery	Services and Operations	<p>The Library serves people with a variety of physical and mental disabilities which require specialized services</p> <p>High cost of specialized format collection materials</p> <p>Children adults who have difficulty in reading, hearing cannot participate in programs, reading or computer use</p> <p>Children and adults who have difficulty communicating verbally need assistance in accessing services in locations</p> <p>Community agencies serving people with disabilities need to maintain strong ties</p>	<p>Current and Ongoing</p> <ul style="list-style-type: none"> • Set up of computer pods to provide early years literacy skill development and assist those with learning disabilities, in all locations • Provide specialized collections. • Libraries For All Service: Continue to utilize and monitor community response to communications boards at locations to assist children and adults • Ongoing adaptive story-times in some locations, in response to community need • Technology volunteers serving in locations to assist with communication during library programs • Work with Accessibility Advisory Committee: Conference on Disabilities in the Workplace (Oct 2008) <p>New:</p> <ul style="list-style-type: none"> • Review of program policy to accommodate support persons 	<p>Ongoing operating costs</p> <p>Provincial grant funding to support socially excluded service plan</p>

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			<ul style="list-style-type: none"> In 2008-2009, prepare and implement plan to focus on services to socially excluded members of the community, through review of issues, consultation with community groups, etc. 	
Technology	Services and Operations Information Technology Volunteer Services	Assistive Technology is challenging to use and often requires assistance physically and mentally People with disabilities may require assistance in attending programs and events Attracting volunteers to assist with services Updates to software Funding	Current and Ongoing <ul style="list-style-type: none"> Continuing use of Adaptive Technology Volunteer Tutors to provide one-on-one assistance for people with disabilities attending library programs, events or using Adaptive Technology software Continue collaborative relationships to build awareness of barriers to children and adults with disabilities. New: <ul style="list-style-type: none"> Develop software update plan for assistive technologies, including funding plan Review and upgrade access to Adaptive Technology software and hardware in branches as budget allows, with emphasis on accessible 	Ongoing operating costs Seek alternate funding sources

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			workstations. <ul style="list-style-type: none"> • Advertise for volunteers to provide one-on-one assistance • Review TTY services 	
Communication and Outreach	Community Outreach and Program Services	Website navigation and content needs improvement Signage and navigation tools are not up to date and do not encourage intuitive access	<p>Current and Ongoing</p> <ul style="list-style-type: none"> • Installed easy access to assistive technologies on Website • Ongoing implementation of navigation and signage review and redevelopment, including FADS requirements, as branch libraries are re-signed in 2008-2009 <p>New:</p> <ul style="list-style-type: none"> • Undertake review of website for accessibility. 	Ongoing operational costs

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<p>Human Resources</p> <p>To provide staff awareness of and competencies for serving people with disabilities</p> <p>To provide recruitment and hiring practices that conform with human rights legislation and practices – LPL is an equal opportunity employer.</p>	<p>Human Resources</p> <p>Volunteer Services</p>	<p>Need to continue to increase awareness about needs and rights of persons with disabilities</p> <p>Need to increase knowledge and competence in serving people with disabilities</p>	<p>Current and Ongoing:</p> <ul style="list-style-type: none"> • Train staff on clear writing workshops, held annually • Training for new staff and refresher training on: LPL Mutual Respect Policy; staff diversity training/awareness programs; our services available • Provide cooperative work opportunities, eg. March of Dimes. <p>New:</p> <ul style="list-style-type: none"> • Emphasis in 2008 on skills assessment and gap analysis for needed training to meet the needs of the AODA. • Undertake best practices review in preparation for ODA implementation • Staff Development Day, Nov 2008: focus on serving people with disabilities/diversity 	<p>Supported through training budget for 2009</p> <p>Additional costs to meet the requirements of the ODA.</p>

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<p>Facilities</p> <p>To make library locations and services within locations physically accessible</p> <p>Work with agencies such as the Accessibility Advisory Committee to recognize and address access issues</p>	Facilities Services	<p>Space limitations in some branches limit the ability to implement FADS as effectively as possible</p> <p>Sources of funding for continued retrofit of locations to meet FADS standards</p> <p>Costs of specialized furniture, such as service desks and technology</p>	<p>Current and Ongoing:</p> <ul style="list-style-type: none"> • Meeting space is accessible; FM assistive devices in most locations • Change tables for older children in renovated locations • Accessible parking spaces in all locations • Sharps disposal in Central Library to assist customers • Most locations are FADS compliant • Continued application of FADS in some locations (Carson) and development of new facility in NE London • Ongoing ergonomic review and accommodations <p>New:</p> <ul style="list-style-type: none"> • Identification of retrofits that may be required under the AODA. 	<p>Addressed through Branch Facilities Upgrade capital budget which currently stands at \$100,000 (requesting additional \$50,000 for 2008)</p> <p>\$5,000-\$10,000 for ergonomic furniture and equipment – ongoing operational costs</p>
<p>Transportation</p> <p>To ensure physical access to library core services and collections</p>	<p>Services and Operations</p> <p>Information Technology</p>	Patrons with limited mobility may have difficulty visiting or cannot visit a library in person	<p>Current and ongoing</p> <ul style="list-style-type: none"> • Continue provision of inter-branch delivery to facilitate patron ability to access materials • Continued provision of remote technological access to core services 	Ongoing operational costs

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	Facilities Services		through website. <ul style="list-style-type: none"> • Continued offering of Visiting Library Services (provision of home delivery service) • Program registration on-line will assist all users, including those with limited mobility New <ul style="list-style-type: none"> • E-commerce services will enhance remote access to services 	